

## RTAP TRAINING MODULES

		CTAA PRICES*	
		Nonmember	Member
TM1	<b>STARTS (Special Transit and Rural Transit Safety) Driver Training Program.</b> Topics include: vehicle safety inspections, defensive driving and passenger relations.	\$45.00	\$36.00
TM2	<b>Emergency Procedures for Rural Transit Drivers</b> Topics include: vehicle preparation, hazardous conditions, securing the vehicle, breakdown procedures, accident procedures, and passenger illness & injury.	35.00	28.00
TM4	<b>Essential Skills for Trainers</b> Topics include: rating your training skills, training adults, your role as a trainer and how to use role plays, brainstorming, case studies and other training tricks to keep your participants motivated to learn.	40.00	32.00
TM5	<b>Roles and Responsibilities of Transit Board Members</b> Designed to help transportation-related boards and committees become more focused, cohesive and productive. Topics include: the big picture, finding what works, looking ahead, making the human connection, finding and managing money, taking a stand in the community, and finding your place.	40.00	32.00
TM6	<b>Understanding the Capabilities/Needs of Special Passengers</b> Interviews with people with a disability who share their transportation assistance needs and dispel misconception. Topics include: spinal cord injury, mental retardation, visual impairments, hearing impairments, neuromuscular conditions, epilepsy and seizure disorders, Alzheimer's disease and aging.	45.00	36.00
TM8	<b>Risk Management for Rural Transit Systems</b> Geared toward transit managers, board and staff with risk management responsibilities. Topics include: developing a risk profile, risk control, commercial insurance and risk financing alternatives.	45.00	36.00
TM9	<b>Safe Transport of the Public Under the ADA</b> Designed with driver's needs in mind, this provides an overview of the basic tenants of the Americans with Disabilities Act. It stresses good passenger relations and focuses on the driver's responsibility for learning safe and courteous responses to varied circumstances. Topics include: your job is more than driving and working with passengers with mobility, communication, visual and other impairments.	35.00	28.00
TM10	<b>Building Quality Service - Everyone's a Customer</b> Helps everyone in the agency understand the basic concepts of quality service to improve the work environment. Topics include: tools for measuring customer satisfaction, teamwork, communication, and marketing.	40.00	32.00

		<b>CTAA PRICES*</b>	
		<b>Nonmember</b>	<b>Member</b>
TM11	<b>Transportation Coordination: A Guide to Making It Work for You</b> Designed to inform transit managers and policy makers of the benefits of coordination and how to select/implement coordination strategies. Topics include: your role as a mobility manager, choosing an approach, overcoming barriers and implementation strategies.	35.00	28.00
TM12	<b>Trading Places - Assisting Passengers with Special Needs</b> Designed to help drivers, dispatchers, and managers gain the skills and knowledge to provide sensitive, caring, and safe transit services to elderly or disabled passengers. The module's approach to learning is at times light-hearted, but the underlying message is serious – drivers must prevent problems as well as be able to respond to a wide variety of mechanical and personal demands from passengers who need special assistance.	35.00	35.00
TM13 <i>NEW</i>	<b>Introduction to Preventive Maintenance: An Investment that Pays Off</b> A training module featuring “wizard’s eye view” of the Ten Golden Rules for successful preventive maintenance programs in rural transit agencies. The module is designed for classroom or individual training.	\$35.00	\$35.00
TM14 <i>NEW</i>	<b>Problem Passengers, Challenging Situations</b> Designed to help drivers and other personnel who deal directly with the public recognize, avert, and control disruptive behaviors. By applying the principles featured, drivers can make professional choices that communicate with the problem passenger without letting a situation get out of hand and jeopardizing the safe transport of others.	\$35.00	\$35.00

These modules may be ordered from:

Community Transportation Association of America  
 1341 G Street, NW, Suite 600  
 Washington, DC 20005  
 202/628-1480; fax 202/737-9197  
 800/527-8279

\*Prices are subject to change. Contact CTAA for current prices.